

# Compliance Assistance Office

## A SMALL BUSINESS RESOURCE

*“Helping small businesses overcome hurdles in environmental regulations.”*

### WHAT IS CAO?

The Compliance Assistance Office (CAO) is a one-stop, non-regulatory office that helps small businesses understand and comply with environmental regulations.



We are also here to act as a neutral mediator to help investigate and resolve complaints against the Department of Health’s environmental programs.

### WHAT IS SPECIAL ABOUT CAO’S SERVICES?

#### Our services are:

#### Confidential



- Names or identifiable information are not shared with regulatory staff when conducting inquiries on behalf of a business client, unless prior consent is given. CAO clients may choose to remain anonymous.



- All CAO mailing lists, databases and files containing confidential information are kept in a secure location or shredded after use.

- Although CAO site visits and consultations are treated with confidentiality, the CAO can never make environmental laws disappear. We strongly recommend compliance with all applicable federal, state and local regulations.



#### Free of charge

- We do not charge for our services. If costs to host a training workshop are unusually high, we may defray a portion of those costs with a registration fee.

### QUESTIONS CAO CAN ANSWER:

① “I’m starting a new business. What kinds of environmental permits do I need and how do I get them?”

① “I’m having trouble figuring out the environmental regulations that affect my company. Can you help me?”

① “I don’t need confidentiality. I just want to know which of these different government offices to call. Can you give the phone numbers for the people I should contact?”

① “I can’t be sure that I’m following all the environmental laws. Can you come and take a look at my business, keeping my situation confidential?”

① “The DOH inspectors who visit my company are hassling me. Who can I report this to?”

### What questions do you have for us?

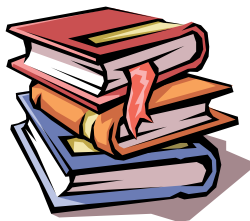


## WHAT SERVICES DOES CAO OFFER?

CAO provides support and assistance to small businesses (less than 100 employees) that have questions about environmental regulations administered by the Department of Health.

CAO services include:

- ⇒ Working with government and business representatives to develop proposals which remove unwarranted hurdles to small businesses;
- ⇒ Conducting voluntary site assessments of a business' compliance with applicable environmental regulations;
- ⇒ Providing regulatory guides and other documents through our web site; and
- ⇒ Assisting businesses which have exhausted readily available dispute resolution mechanisms within the DOH or are in need of clear and accurate information.



## TYPICAL CAO ACTIVITIES

CAO typically is involved in activities such as:

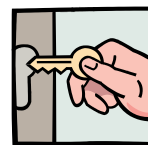
- ⇒ Giving presentations to business and trade organizations;
- ⇒ Conducting workshops for target industries;
- ⇒ Responding to requests for information and clarification; and
- ⇒ Working with businesses to remedy minor violations.



## CAO MISSION

CAO was established in 1998 to assist small businesses with their efforts to comply with environmental regulations. The charge of the CAO, with respect to this goal, is to:

- ⇒ Provide a point of access to government;
- ⇒ Facilitate information and communication exchange;
- ⇒ Investigate and resolve disputes; and
- ⇒ Increase understanding of small business concerns within DOH and other government agencies.



## CAO CONTACT INFORMATION

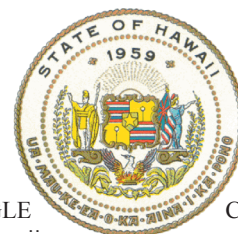
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